

**Recap of October 20, 2004, Meeting
Government Access and Information Committee
12:00pm Room 206 County/City Building**

Attendees: *Gwen Thorpe, Trish Owen, Doug Thomas, Don Herz and Terry Lowe.*

Approval of Minutes,

Rod Armstrong, Brian Pillard and James Lamphere all had schedule conflicts so we there was not a quorum. Therefore August and October minutes will be held over for November approvals.

Statistics

The NT server hits we were down about 400,000 hits. About 60,000 of those hits were related to the Deed's portion of the site. As you remember we found people who were attempting to download all of our deed images from the site. We had to keep chasing their IP addresses. I think we finally got that resolved and you'll see that in both NT statistics as well as the Oracle statistics. We are still at 8 ½ million hits, so we still very active.

Please note that page loads are shown in addition to user hits so we have expanded our statistical tables to include those figures.

On the Multiprise platform, we were down 100,000 hits. As I eluded to previously, part of that can be linked to the attempts to download the Deeds documents in their entirety. Deeds multiprise hits were down 30,000 this month compared to 85,000 from two months ago. On the IMS and image hits for the Assessor, we are still at 425,000 almost, while this is down from last month, it still reflects an enormous amount lot of activity. The miscellaneous IMS activity was actually up about 4,000. If you look at the statistics back in July we had 329,000 images loaded from Deeds, by August we had reduced it down to 128,000 and this month it was 70,000.

CJIS hits are at an all time high, up about 10,000 from last month to nearly 240,000. Accident reports are up slightly from last month, pushing 25,000. Criminal histories were about 3,250.

Contractor hits were at an all time high at about 34,000. There has been some testing on the contractor access part of the site so the hits are probably a little bit reflective of that testing. It is still up 11,000 from last month and the previous high was back in April at 31,000 they were slightly over 34,000 for the month of September.

User sessions were down about 7,000 from last month, but still very strong at 350,000.

ePayments

This month we had right at \$100,000 in total payments which is down, but July and August are reflective of tax collections. If you look at the grand total we were down \$140,000 from the previous month, while we were down \$155,000 in property taxes. So, if you look in the other areas we are up about \$15,000 from the prior month. If you look at September from year to year you see an increase. Additionally if you look at September of 2002 we had \$24,000 total collected, in September of 2003 we collected \$60,000, last month, (September 2004), we collected \$94,000. Event parking has been doing fine, they picked up \$13,000 last month. I don't know how close they were to selling out, but it's my understanding that some of those lots

were sold out. Usually about 1/3 are sold out right away. They are sold out now until the end of the year. There are almost 20 days left and we are going to be right at \$25,000. I don't think it's going to make \$30,000 with only two games left, but \$25,000 the first time it was offered seems to be pretty good. There are quite a few stalls being pre-sold.

If you look at the dollars and the activity on the water bills they were at all time high last month. There were a total of 236 payments for roughly \$22,000 for the month. The previous high was 200 payments for about \$19,000. The same could be said for parking tickets, we had 469 parking tickets processed for about \$8,600. We did have one month back in March where we were very close to that at 461 tickets for about the same amount. In February we had 402 payments for \$9,600, there was evidently some rather large tickets paid at that time. The average one that month was \$20.

You may see some change in the water bill payments. The Water Department asked that we approach Wells Fargo about processing commercial accounts as well as residential. Right now it states residential units of 8 or less may be paid by this method. I'm afraid it's going to be a little bit cost prohibitive but they're going to send something so a flat fee is on there. We've had one over \$2000 but that was someone that had to have some construction work done and they were really behind on their account. Anyway, Margaret at the Water Department did ask us to research commercial payments because they had received some requests from commercial accounts to be able to pay through the web site.

Web Based Applications

We are doing some final testing on that. One thing that we put in on the tail-end of this was a job e-mail notification system that allows the applicant, once the applicant has enrolled in it, to pick any of the job categories that are out there for future notification. It will then inform the applicant when those jobs become available. It is an automated process where at the end of the week when it posts the new jobs and the descriptions, it runs through everybody's profile to see if they want to know this or that and the system will e-mail a notification to them that the job is available.

In addition, this system allows for on-line job applications so that you can apply on-line. They could come down and get a paper if they want to at the counter but at this time Personnel is not planning on putting a printable Job Application PDF on the site.. We will have a couple public access terminals on the first floor so that when they walk in they can sit down there and apply electronically that way. The individuals that still do it in paper can have it scanned in and attached. Then the requesting department will get their certified list electronically and will be able to click on links to see the detail applications and supplementals. It has automated supplemental questionnaire scoring and ranking so the turn around time will be significantly reduced with minimal manual intervention. The Personnel staff seem to be pleased with it as it's a significant change from the prior procedures. This information needs to be shared at the next meeting of County Management because I don't know if the county managers are very aware of this. The city people may be aware, but somebody needs to bring it to them because I don't think they are really aware, outside of just hearing about it. There are going to be some amount of them that they will still need to scan in and attach. The cool part is the cost reduction as far as e-notification, if you are ready for an interview or if you have been selected or not selected, the time and energy associated with these notifications is avoided. This has the potential to save

thousands of dollars a year by not having to mail out all those specifications to numerous agencies as well as notifications of awards etc.. The process flow is incredibly sped up because what used to happen was once all the paper was generated then somebody would go through each one of the supplementals, rate and rank them, then someone would enter all the information and from that list they would add it into the spreadsheets. They would then sort through the qualified ones and do another review of them and that would take anywhere from 3-5 days after the closing. Now, as soon as it closes they hit the button and the list is there with all of the preferred statuses factored in. They still have the flexibility to go in and move people up if they score higher in points. The other thing it does is it digests all the current demographics of the employees of the City and the County and it tells them which area they are short in, whether it is minority, female, male, etc. It then flags those and tells them which agency is short in this area and it tells them which ones qualify for it. Then it gets down to the department level. So, instead of the next week looking at your list for the first time, you know there won't be a time lag before we finally get the list.

County Attorney Web Application

We just got the okay from Gary Lacey earlier this morning to go ahead and put the County Attorney's court scheduling, status and criminal disposition information live on the web. We've been working with his office to get this together and they are now ready to roll it out. It isn't with the optional flash introduction yet, but David in CIC is working on this part of the web changes. We just met with CIC for the same thing because they showed us a couple of flash presentations that had been built by different marketing companies. Those are reasonable if the customer has the option of flash versus not flash. I think Gary is doing some videos or has done some videos that are going to explain what their office does and the types of things they handle and the types of things that they don't handle. Making the flash presentations optional (at the users discretion), is a way of compromising and letting people have some of their own more promotional materials out there. We will certainly be keeping statistics on those pages to see how often they are clicked.

Assessor Web Pages (Orion)

The Assessor/Deeds came out and showed us the two registration pages that he's put together and they look very good. So, we'll meet with Scott Gaines and Norm Agena and make sure that they are in agreement with that. If they are in agreement the only thing they have got left is the logging which is basically what fields you want, etc. So, all of the on-line registration process puts it into a pending status until they flip the switch in the Assessor/Deeds Office. The Assessor will have control over that. That will help because there is a lot of stuff in those deeds that you cannot get rid of because you cannot redact the information since it's already scanned (thousands of pages). So, we'll put that out there as a publicity campaign for those who come to the site a few weeks ahead of time, to give them some time to get lined up. We'll have to get those who use it all the time, (the title companies, the realtors, etc), loaded in right away so we don't shut it off on them. We don't want for one day to be fine and the next day it is not, we want to transition everybody. They are going to allow for photocopies of drivers licenses, they will go down stairs with the drivers license, with their photo I.D., they will accept a photocopy of a picture I.D. through the mail. So, that will be easier for someone than to have to come in. They will be able to fax it in, register and be done in a matter of minutes.

Photo Copy Costs

A lot of government agencies have it at a dime a copy and \$20-\$30 depending on the level of research. On the GIS it is \$45 per hour on the researching for the files and that was agreed to by all the City agencies participating and the County. I think that the focus will be on the City Clerk where there is business all the time and the County Clerk, as well. I'm not going to charge somebody a dime when it costs me \$10 to deposit that dime. There is so much of that, spending \$100 to deposit \$5, hopefully logic would prevail. I think we will probably start seeing the requests for larger amounts of public information for research on a particular subject. That is why you put it out on the web and say, it is out on the web, go do your research. IS used to do that because we used to have about 200 remote access accounts and agencies that used to dial in to get to systems and it was generally the Assessor's system or the Deed's system. It was very cumbersome and not too cost effective to send out monthly bills for \$3.

Next Meeting

November 17, 2004